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NEED HELP?

This manual has all the feature operations and troubleshooting you need to install your new VTech accessory handset. Please take the time to review thoroughly to ensure proper installation of this VTech innovative and feature rich product. You can also visit our website at www.vtechphones.com for support, shopping, and everything new at VTech.

In Canada, please visit www.vtechcanada.com.

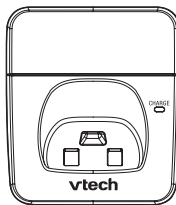
VTech toll free 1(800)595-9511
In Canada dial 1(800)267-7377

Getting started

Parts checklist

1. Charger
2. Handset
3. Belt clip
4. Charger adapter
5. Battery
6. User's manual

To purchase replacement batteries, visit our website at www.vtechphones.com or call VTech Communications, Inc. at 1(800)595-9511. In Canada, contact VTech Telecommunications Canada Ltd. at www.vtechcanada.com or 1(800)267-7377.



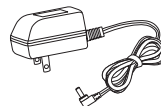
1. Charger



2. Handset



3. Belt clip



4. Charger adapter



5. Battery



6. User's manual

note

- **Important!** Before using this telephone, you must read **Important safety instructions** on pages 32-33.

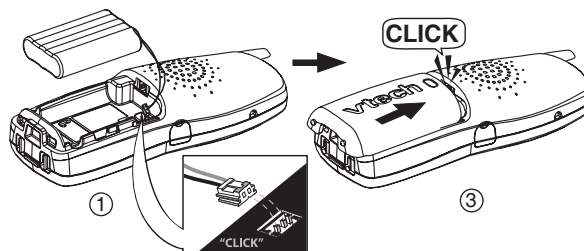
note

- Use only the provided VTech battery or equivalent.
- Place the handset in its handset charger when not in use to ensure optimum performance.

Installation

Install handset battery

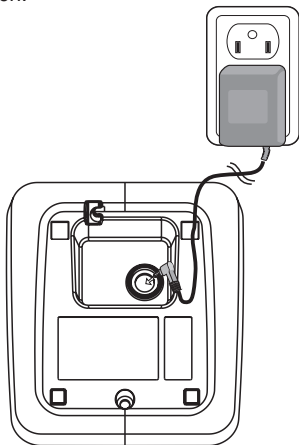
1. Align the two holes in the plug with the socket pins, then snap the plug into place.
2. Place the battery in the compartment with the wires in the upper right corner.
3. Replace cover by sliding it upwards until it clicks into place.



Installation

Connect power to handset charger

Choose the location for your handset charger, and plug charger adapter into an electrical outlet not controlled by a wall switch.



note

- Connect the charger adapter to the underside of the handset charger as illustrated.
- Plug the AC adapter into an electrical outlet not controlled by a wall switch. If the battery has not been charged, place the handset in the handset charger, and allow it to charge for at least 16 hours.
- Use only the VTech charger adapter provided with your telephone.
- You can keep the battery charged by returning the handset to the charger or the base unit after each use.

note

- If the telephone will not be used for a long period of time, remove the battery to prevent possible leakage.
- If you have any trouble installing the telephone, please refer to the troubleshooting section near the end of this manual.

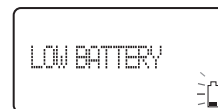
Installation

Check battery indicator

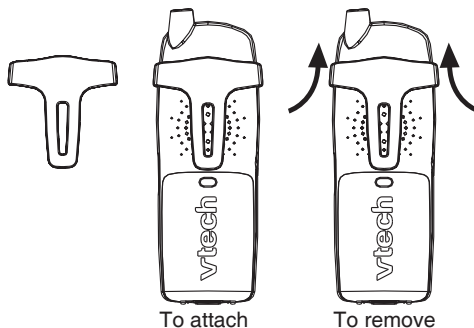
If you see **WARNING CHECK BATTERY!** on the handset display, it indicates one of the following:

1. There is no battery in your handset. You need to install the supplied battery into your handset (see **Install handset battery** section on page 4.)
2. The battery needs to be replaced.
3. The battery has been installed incorrectly. Please reinstall (see **Install handset battery**) and/or see the diagram in the battery compartment of the handset.

When in **LOW BATTERY** mode, the keypad sounds, backlighting and speakerphone features will not work. When the battery has been charged, these features will return to their normal function.



Belt clip (optional)



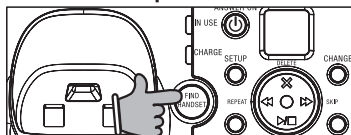
Registration

To register a handset

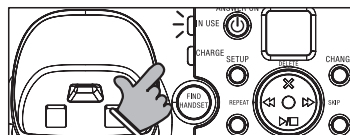
When first purchased, all accessory handsets show **NOT REGISTERED** on the screen. To register a handset:

1. Place the handset in a charger which is connected to the power socket. If **PRESS FIND HNDST 4 SEC ON BASE** does not appear on the screen after a few seconds, lift up handset and place in the charger again.
2. On the telephone base:
 - Press and hold **FIND HANDSET** for four seconds.
 - Release **FIND HANDSET** once the **IN USE** light comes on.

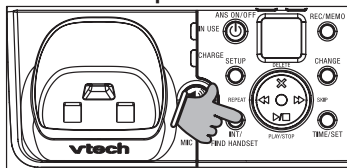
on mi6866 telephone base



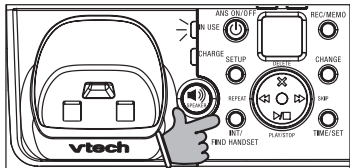
Four
seconds
later:



on mi6879 telephone base



Four
seconds
later:



After a while the handset will emit a series of tones, and the newly registered handset will be assigned the lowest extension number not previously assigned to another system handset (1-4) when successfully registered. Repeat steps 1 and 2 if the new handset does not successfully register to the telephone base within two minutes.

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note

- The handset number is used as the extension number.
- When first purchased, the new handsets need to be charged for five minutes before registering to the telephone base.
- If the registration is not successful, lift all handsets out of their charger and place them back in the charger. Try the registration process again.

note

- If the de-registration process does not work, you may need to reset the system and try again. To reset, pick up the handset and press the **TALK** button. Press the **OFF** button and place the handset back into the charger.

Registration

To de-register all handsets

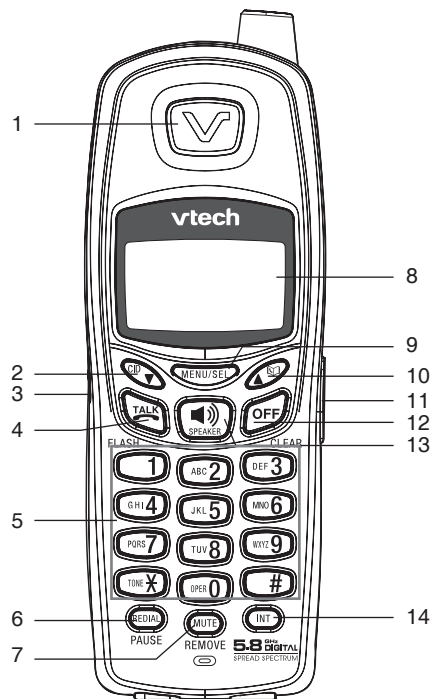
If you are replacing a handset on a system which already has the maximum number of registered handsets, or if you wish to change the designated handset number of your registered handsets, you must first de-register the handsets, then re-register all handsets.

1. Press and hold **FIND HANDSET** on the main telephone base for 10 seconds.
2. When the **IN USE** light starts to flash, release the **FIND HANDSET** button.
3. Pressing and releasing **FIND HANDSET** again will de-register all handsets and the **IN USE** light will be off.
4. All handsets will show **NOT REGISTERED**.

NOT REGISTERED

Handset layout



1. Earpiece
2. Caller ID/scroll down
3. Headset jack (2.5mm)
4. Talk/Flash
5. Dialing keys (0-9, *, #)
6. Redial/Pause
7. Mute/Remove
8. LCD Display
9. Menu/Select
10. Directory/scroll up
11. Volume
12. Off/Clear
13. Speaker
14. Intercom




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Telephone settings

Handset icons

Icon	Description
MUTE	<ul style="list-style-type: none">• The microphone is muted.
NEW	<ul style="list-style-type: none">• Displayed when viewing a missed call that has not been reviewed.
	<ul style="list-style-type: none">• The handset ringer is off.
	<ul style="list-style-type: none">• Low battery indicator or charging indicator.

Handset LEDs

LED	Description
	<ul style="list-style-type: none">• On when handset speakerphone is in use.

Directory

Your telephone can store up to 50 entries (numbers with names) in memory. Each memory location can hold up to 32 digits for the number and 16 characters for the name.

Store a new entry

- Press **MENU/SEL** on the handset.
- With **DIRECTORY** highlighted, press **SEL**.
- Press **▼** to select **STORE**. Press **SEL**.
- You will be prompted to **ENTER NUMBER**. Use the dialing keys to enter the number to be stored in the directory. Press **MUTE/REMOVE** to backspace and make corrections. Press **SEL** when finished entering the telephone number.
- You will then be prompted to **ENTER NAME**. Use the dialing keys to spell the name (see the next page). Press **SEL**.
- A confirmation tone will sound, and the new directory entry will briefly be displayed.

If the directory is full, the handset will display **LIST FULL**.

If you wish to store a number from the redial memory into the directory, press **REDIAL/PAUSE** then **▲** or **▼** to scroll to the desired redial number from memory. Press **SEL**.

ENTER NUMBER
800-595-9511_

ENTER NAME
...

LIST FULL

note

- All handsets share a common directory stored in the telephone base. Entries in one handset are available on all handsets, and if a directory entry is deleted, it will disappear from all handsets.
- While entering numbers, press and hold **REDIAL/PAUSE** to add pauses if necessary.
- If there is a duplicated number in the directory, the display will show: **ALREADY SAVED**.

Directory

Characters by number

Pressing any key causes different characters to be displayed in the following order:

Key	Number of times to press								
	1	2	3	4	5	6	7	8	9
1	1	#	'	,	-	.	&		
2	A	B	C	2	a	b	c		
3	D	E	F	3	d	e	f		
4	G	H	I	4	g	h	i		
5	J	K	L	5	j	k	l		
6	M	N	O	6	m	n	o		
7	P	Q	R	S	7	p	q	r	s
8	T	U	V	8	t	u	v		
9	W	X	Y	Z	9	w	x	y	z
0	0								
*	*	?	!	/	()	@		
#	Space								

Review and dial entries


- Press **MENU**; with **DIRECTORY** highlighted, press **SEL**. With **REVIEW** in the first line, press **SEL**.

> DIRECTORY
CALL LOG

Directory

-OR-

With the handset idle, press ▲ to enter the directory. The first directory entry will be displayed.

- Scroll through the directory entries using ▲ and ▼ or enter the first character of the name to be searched (using the digit keys). Continue pressing the ▲ or ▼ scroll keys until you reach the desired entry.
- Press  or **SPEAKER** to dial the number.

Edit a directory entry

- Follow the steps in **Review and dial entries** (pages 14) to reach the entry to be edited.
- Press **SEL** to enter number edit mode.
- Press and release **MUTE/REMOVE** to backspace, then press the digit keys to correct the number. Press and hold **REDIAL/PAUSE** to add pauses if necessary.
- Press **SEL**.
- Press **MUTE/REMOVE** to backspace and use the digit keys to enter the correct name.
- Press **SEL**. A confirmation tone will sound.

```
EDIT NUMBER
800-595-9511_
```

```
EDIT NAME
UTech Com_
```

Delete a directory entry

- Follow the steps in **Review and dial entries** (pages 14) to reach the entry to be deleted.
- Press **MUTE/REMOVE** to delete the entry. A confirmation tone will sound.
- The handset will then advance to the next entry, if any.

note

- Due to regional incompatibilities, CID information may not be available for every incoming call. In addition, the callers may intentionally block their names and/or telephone numbers from being sent.
- These are subscription services provided by most regional telephone companies. You must subscribe to these services to enjoy the benefits of these features. If you do not subscribe to CID services, you can still use your telephone and the other features it offers.

Caller ID

Caller ID - call waiting ID

Your telephone is capable of displaying the number of the caller before the call is answered (**caller ID** or **CID**). If the number is already in the directory, the name of the caller will also be displayed. Your telephone can hold up to 50 CID entries.

- The handset display informs you when there are calls not answered by a system handset. These are missed calls. If you answer a call before the information appears on the screen, it will not be in the caller ID log.
- After all missed CID records are reviewed, the screen will show:
- The **NEW** icon in the lower left corner indicates the call has not yet been reviewed.



HANDSET 1
5 MISSED CALLS



HANDSET 1

Your telephone can also display the name and number of the call waiting caller, (call waiting caller ID,) so you can decide whether to answer the incoming call, or continue with the current conversation.

Caller ID

Review caller ID

You can enter caller ID review mode by pressing ▼ when the handset is idle, and the handset will enter caller ID review mode.

-OR-

- With the handset idle (off), press **MENU**.
- Press ▲ to scroll to **CALL LOG**.
- Press **SEL**. Use ▲ and ▼ to scroll through the call log entries. When the beginning or the end of the call log is reached, a double beep will sound.
- If the call log is full, the oldest entry is deleted to make room for the new call. If the call log is empty the following message is displayed when you try to review CID records:

```
>CALL LOG
RINGER VOLUME
```

```
CALL LOG EMPTY
```

Store caller ID in your directory

- Follow the steps in **Review caller ID** (above) to find the record to be stored.
- The telephone number in the caller ID log is sent by the telephone company. You may have to dial the number differently. Press the # key repeatedly to see the different dialing options. You can add or remove the initial 1 and/or the area code. The various dialing options are:
- Press **SEL** to store the displayed number.
- If the caller ID record contains both name and number, the name and number will be stored after pressing **SEL**.
- If the record does not contain a name, you will be prompted to **EDIT NAME** and the screen will show:

```
EDIT NAME
VTech Com_
```

note

- Press **OFF** any time to exit the caller ID log.
- All handsets share a common caller ID log stored in the telephone base. If a call log entry is deleted, it will disappear from all handsets.

Caller ID

- If the caller ID record does not contain a number, you will be prompted to **EDIT NUMBER**, and the screen will show:
- After the entry has a name and number, press **MENU/SEL** to save. A confirmation beep will sound and the screen will display:
- If both the name and number are missing, for example, as in a private listing, nothing will be stored, and the screen will display:
- If the number already exists in the directory, the entry will not be stored, and the screen will show:
- If the directory is full, the screen will show:

EDIT NUMBER
800-595-9511_


SAVED

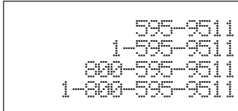
ALREADY SAVED

LIST FULL

Caller ID

Dial from caller ID

- Follow the steps in **Review caller ID** (page 15) to find the entry to be dialed.
- To change how the number will be dialed, press **#** repeatedly to scroll through the various dialing options. The dialing options are:
- Press  or **SPEAKER** to dial the number.



595-9511
1-595-9511
800-595-9511
1-800-595-9511

Delete a caller ID entry

- Follow the steps in **Review caller ID** (page 17) to find the record to be deleted.
- Press **REMOVE** to delete the record. A confirmation beep will sound and the previous CID record will be displayed.

Delete all caller ID entries

- To delete all caller ID records when reviewing the call log, press and hold **REMOVE**. The screen will display **DELETE ALL CALLS?** Press **SEL** to confirm. Press **OFF** to return to the call log record previously displayed.



DELETE ALL
CALLS?

note

- The telephone number in the caller ID log is sent by the telephone company. You may have to dial the number differently. Press the **#** key repeatedly to see the different dialing options. You can add or remove the initial 1 and/or the area code.

note

- The handset will not ring when a call comes in if ringer volume is at the lowest setting.

Handset settings

Ringer volume

- With the handset in idle (off) mode, press **MENU** then press ▲ or ▼ until **RINGER VOLUME** is shown.
- Press **SEL**. You will hear a sample of the ringer.
- Press ▲, ▼ or a digit (0 through 6). You will hear a sample of the new ringer volume and the volume bar will be increased or decreased each time the setting is adjusted. At the lowest setting the display will show:

>RINGER VOLUME
RINGER TONE

- OR -

- With the handset in idle (off) mode, press ▲ or ▼ of the volume control on the side of handset will directly go to ringer volume menu.
- Press ▲ or ▼ to adjust the ringer volume and the ringer volume will be saved automatically.

RINGER VOLUME



Ringer tone

- With the handset in idle (off) mode, press **MENU** then press ▲ or ▼ until **RINGER TONE** is displayed.
- Press **SEL**. Then press ▲, ▼ or a digit (0 through 9) to sample the ring tones.
- Press **SEL** to confirm.

>RINGER TONE
KEY TONE

Key tone

- With the handset in idle (off) mode, press **MENU** then press ▲ or ▼ until **KEY TONE** is displayed.
- Press **SEL**. The current setting will be shown. Press ▲ or ▼ to see **ON** or **OFF**. When set to **ON**, the handset will emit a beep whenever a key is pressed.
- When the desired option is shown, press **SEL**. Key tone is preset to **ON**.

KEY TONE
OFF

Handset settings

Language

- From the idle (off) mode, press **MENU** then press **▲** or **▼** until **LANGUAGE** is displayed.
- Press **SEL**. Press **▲** or **▼** to choose between English, French or Spanish.
- Press **SEL** to confirm. (The language is preset to English.)

LANGUAGE
ENGLISH

Clear voicemail

- From the idle (off) mode, press **MENU** then press **▲** or **▼** until **CLR VOICEMAIL** is displayed.
- Press **SEL**.
- Press **SEL** again to confirm or press **OFF** to exit.

>CLR VOICE MAIL
DIAL TYPE

TURN INDICATOR
OFF?

Dial type

- From idle (off) mode, press **MENU** then **▲** or **▼** to **DIAL TYPE**.
- Press **SEL** then **▲** or **▼** to scroll to **TONE** (touch tones) or **PULSE** (rotary).
- Press **SEL** to confirm. The dial type is preset to **TONE**.

>DIAL TYPE
DIRECTORY

DIAL TYPE
PULSE

note

- This function only cancels the indication of voicemail on the handset display. It does not cancel the actual voicemail status at the telephone company.
- When the phone is set to pulse, it is possible to switch to temporary tone during a call by pressing ***TONE**. Once pressed, tone will be used for rest of the call. After hanging up, the phone will return to pulse for the next call.

note

- The procedure to change the volume is the same for the handset, speakerphone and headset.

Handset operation

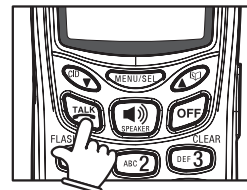
Making calls

- Press **TALK** (or **SPEAKER** to use the handset speakerphone feature), then dial the telephone number.

-OR-

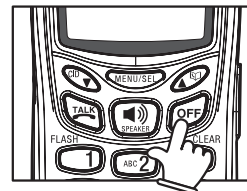
Dial the telephone number first, then press **TALK** (or **SPEAKER**).

- To end your call, press **OFF** or place the handset in its telephone base.



Answering calls

- Press **TALK**, **SPEAKER** or any dialing keys.
- Press **OFF** to end your call or place the handset into its telephone base.



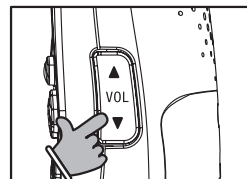
Flash function

You can use your telephone with services such as call waiting.

When you subscribe to call waiting service from your telephone company, press **TALK/FLASH** to switch to the new call when you receive a call waiting signal. Press **TALK/FLASH** again to switch back to the original call.

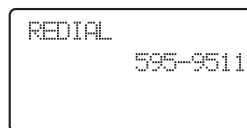
Handset volume

The volume control is on the right side of the handset. During a call, press the **VOL ▲** or **▼** keys to adjust the listening volume to a comfortable level. When you reach the maximum or minimum setting, a double beep will sound. (Follow these instructions to change the volume for the handset, speakerphone or headset.)




Redial

- When the handset is idle, press **REDIAL/PAUSE** to display the last five telephone numbers dialed from the handset (up to 32 digits for each number). Use **▲** or **▼** to scroll through the last five numbers dialed. When the beginning or the end of the redial list is reached, a double beep will sound.



Handset operation


- Press  or **SPEAKER** to dial the displayed number.
- Press **REMOVE** to erase the displayed number. A confirmation beeps.
- Press **OFF** to exit.

Mute

- During a call, press **MUTE** to disable the microphone. You cannot be heard but you can hear the other person. The screen will briefly display **MUTED**:
- Press **MUTE** again to return to normal two-way conversation. **MICROPHONE ON** displays briefly.

```
PHONE  00:00:15
MUTED
MUTE
```

Intercom

- When not on a call, press **INT**. The first handset (HS1) will display:
- Press the number of the destination handset using the dial keys (1-4).
- The destination handset will ring and the screen will display:
- Press , **SPEAKER**, **INT** or any dialing key on HS2 to answer the intercom call. The screen displays:

```
INTERCOM TO:
```

```
HANDSET 1
IS CALLING
```

```
INTERCOM
```

note

- If the redial memory is empty, and **REDIAL** is pressed, a double beep will sound.
- If the forwarded call is not answered in about 30 seconds, the external call is returned to the originating handset.

Handset operation

- To end the call, press **INT** or **OFF** on either handset, or place the handset back in the telephone base or charger.


If the destination handset is out of range or on an external call when paged, the display of the calling handset shows:

INTERCOM ENDED

UNABLE TO CALL
TRY AGAIN

Call forward

An external call can be forwarded or transferred from one handset to another.

- If you are on an external call, you can forward the call to another handset by pressing and holding **INT**. The originating handset will show **FORWARD TO** and you should input the number of the destination handset.
- The destination handset will show **INCOMING CALL** and start ringing
- Press  on the destination handset to answer.


If the forwarded call is not answered within 30 seconds, the external call returns to the originating handset and the display shows **CALL BACK**, and rings for 30 seconds. If the returned call is not answered within 30 seconds, the external call disconnects automatically.

FORWARD TO:

CALL BACK

Handset operation


Call transfer

- While on an external call, a handset (HS1) can transfer the call to another system handset (HS2) by pressing **INT**. The external call is put on hold automatically.
- Select the destination handset number (1-4).
- HS1 shows **CALLING HANDSET 2 (HS2)**.
- HS2 can pick up the transferred call when it rings and the screen shows **HANDSET 1 IS CALLING**.
- HS2 can pick up the transferred call by pressing , **SPEAKER** or **INT**.
- An intercom call is now established (the external call is still on hold) and HS1 and HS2 are able to talk to each other. HS1 or HS2 can hang up if they choose and conversation with the external call can resume. **CALL TRANSFERRED** is briefly displayed on HS1.

If the transferred call is not answered within 100 seconds, the intercom attempt will be automatically ended and the external call will return to the original party.

Conference call

It is possible to establish a conference call between two handsets and the external line.


If one handset is already connected to the external line, the other can join the conversation by pressing , a conference call will be established immediately. Both handsets will show:



PHONE 00:00:25

Troubleshooting

If you have difficulty operating your telephone, the suggestions below should solve the problem. If you still have difficulty after trying these suggestions, call VTech Communications at 1(800)595-9511. In Canada, call VTech Telecommunications Canada Ltd. at 1(800)267-7377.

Problem	Suggestion
When attempting to de-register, the IN USE light is on steadily.	<ul style="list-style-type: none">• Pick up the handset in the main telephone base, press  to go off hook, and press OFF to hang up. Begin de-registration again.
My telephone doesn't work at all.	<ul style="list-style-type: none">• Make sure the power cord is plugged in.• Make sure the telephone line cord is plugged firmly into the base unit and the telephone wall jack.• Disconnect the charger adapter for a few minutes, and then reconnect it.• Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to its charger when not in use.• Reset the telephone base. Unplug the unit's electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the handset and telephone base to reset.• You may need to purchase a new battery. Please refer to the Batteries section of the system's user's manual.
I cannot get a dial tone.	<ul style="list-style-type: none">• Try all the suggestions above.• If the handset displays NOT REGISTERED, follow the instructions on page 7 to register your handset.• Move the handset closer to the telephone base. You might have moved out of range.• Your telephone line cord might be malfunctioning. Try installing a new telephone line cord.• If the previous suggestions do not work, disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your local telephone company.

Troubleshooting

Problem	Suggestion
I cannot dial out.	<ul style="list-style-type: none">• Make sure there is a dial tone before dialing. The handset may take a second or two to synchronize with the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.• Make sure your telephone is set to the correct dial mode for the type of service that you have (pulse or touchtone). Refer to the Telephone settings section (page 11) of this user's manual to set the dial mode.• If the other telephones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company.• Eliminate any background noise. Noise from a television, radio or other appliances may cause the telephone not to dial out properly. If you cannot eliminate the background noise, first try muting the handset before dialing, or dialing from another room in your home with less background noise.
My handset beeps four times and isn't performing normally.	<ul style="list-style-type: none">• Make sure the power cord is securely plugged into the telephone base. Plug the unit into a different, working outlet not controlled by a wall switch.• Move the handset closer to the telephone base. It might have been moved out of range.• If the handset is in its charger and the CHARGE light does not light, refer to Charge light is off (page 29) in this Troubleshooting guide.• Reset the telephone base. Unplug the unit's electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the handset and base to reset.• Other electronic products can cause interference with your cordless telephone. Try installing your telephone as far away from these types of electronic devices as possible: wireless routers, radios, radio towers, pager towers, cell telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

Troubleshooting

Problem	Suggestion
UNABLE TO CALL, TRY AGAIN displays on my handset.	<ul style="list-style-type: none">• Move the handset closer to the telephone base. It might have been moved out of range.• If the handset is in its charger and the CHARGE light does not light, refer to the CHARGE light is off (page 29) in this troubleshooting section.• Reset the telephone base. Unplug the unit's electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the handset and telephone to reset.• Other electronic products can cause interference with your cordless telephone. Try installing it as far away from these types of electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.
The battery does not hold a charge.	<ul style="list-style-type: none">• Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to its charger when not in use.• You may need to purchase a new battery. Please refer to the Installation section of the system's user's manual.• Your telephone might be malfunctioning. Please refer to the Warranty section (pages 31-32) of this user's manual for further instruction.

Troubleshooting

Problem	Suggestion
I get noise, static, or weak signal even when I'm near the telephone base.	<ul style="list-style-type: none"> • Other cordless telephones and 802.11 wireless routers used for home computer networks both use internal radios to communicate. The radios may interfere with one another. You can improve the performance of your cordless telephones and your router by: <ol style="list-style-type: none"> a. positioning your new telephone as far away as possible from any other existing cordless telephone system already installed in your home to avoid the two systems interfering with each other. b. positioning your telephone base as far as possible from your router, computer or any other computer devices. c. selecting channels 4 through 10 for your router (refer to your router's user manual for more information). • Other electronic products can cause interference with your cordless telephone. Try installing your telephone as far away from these types of electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones. • Microwave ovens operate on the same frequency as your telephone. It is normal to experience static on your telephone while the microwave oven is in operation. Do not install this telephone in the same outlet or near the microwave oven. • If your telephone is plugged in with a modem or surge protector, plug the telephone (or modem/surge protector) into a different location. If this solves the problem, re-locate your telephone or modem farther apart from one another, or use a different surge protector. • Relocate your telephone to a higher location. The telephone will likely have better reception when installed in a high area. • If the other telephones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company (charges may apply.)
I hear other calls while using my telephone.	<ul style="list-style-type: none"> • Disconnect your telephone base from the telephone jack, and plug in a regular telephone. If you still hear other calls, the problem is probably in your wiring or local service. Call your local telephone company.

Troubleshooting

Problem	Suggestion
My handset does not ring when there is an incoming call.	<ul style="list-style-type: none">• Make sure you have the ringer activated. Refer to the section(s) on ringer selection in the system's user's manual.• Make sure the telephone line cord is plugged firmly into the telephone base and the telephone jack. Make sure the power cord is plugged in.• You may be too far from the telephone base.• Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to its charger when not in use.• You may have too many extension telephones on your telephone line to allow all of them to ring. Try unplugging some of the other telephones.• The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably to an upper floor.• If the other telephones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company (charges may apply.)• Test a working telephone at the phone jack. If another telephone has the same problem, the problem is the phone jack. Contact your local telephone company (charges may apply.)• Other electronic products can cause interference with your cordless telephone. Try installing your telephone as far away from these types of electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.• Your telephone line cord might be malfunctioning. Try installing a new telephone line cord.

Troubleshooting

Problem	Suggestion
My calls fade in and out while I'm using my handset.	<ul style="list-style-type: none"> • Other electronic products can cause interference with your cordless telephone. Try installing your telephone as far away from these types of electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones. • Microwave ovens operate on the same frequency as your telephone. It is normal to experience static on your telephone while the microwave oven is in operation. Do not install this telephone in the same outlet or near the microwave oven. • If your telephone is plugged in with a modem or surge protector, plug the telephone (or modem/surge protector) into a different location. If this solves the problem, relocate your telephone or modem farther apart from one another, or use a different surge protector. • Relocate your telephone to a higher location. The telephone will have better reception when installed in a high area. • If the other telephones in your home are having the same problem, the problem is in your wiring or local service.
The CHARGE light is off.	<ul style="list-style-type: none"> • Clean the handset and charging contacts on the telephone base each month using a pencil eraser or cloth. • Make sure the power and line cords are plugged in correctly and firmly. • Reset the telephone base. Unplug the unit's electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the handset and the telephone to synchronize. • Your telephone might be malfunctioning. Please refer to the Warranty section of this user's manual for further instruction.

Troubleshooting

Problem	Suggestion
My caller ID isn't working.	<ul style="list-style-type: none">• Caller ID is a subscription service. You must subscribe to this service for this feature to work on your telephone.• Your caller must be calling from an area that supports caller ID.• Both you and your caller's telephone companies must use caller ID compatible equipment.
Common cure for electronic equipment.	<p>If the unit does not seem to be responding normally, then try putting the handset in its charger. If it does not seem to respond, do the following (in the order listed):</p> <ol style="list-style-type: none">1. Disconnect the power to the telephone base.2. Disconnect the handset battery.3. Wait a few minutes.4. Connect power to the telephone base.5. Re-install the battery.6. Wait for the handset to synchronize with the telephone base. To be safe, allow up to one minute for this to take place.

Maintenance

Taking care of your telephone

Your cordless telephone contains sophisticated electronic parts, so it must be treated with care.

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

Avoid water

Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install your base unit near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, use caution when using electric appliances during storms.

Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If your base unit should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then pull the unit out by the unplugged cords.

Warranty

What does this limited warranty cover?

- The manufacturer of this VTech product, VTech Communications, warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the product and all accessories provided by VTech in the sales package ("Product") are free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with operation instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America.

What will VTech Communications do if the Product is not free from material defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

- During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair this product, we may use new or refurbished replacement parts. If we choose to replace this product, we may replace it with a new or refurbished product of the same or similar design. VTech will return repaired or replacement products to you in working condition. VTech will retain defective parts, modules, or equipment. Repair or replacement of Product, at VTech's option, is your exclusive remedy. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

- The limited warranty period for the product extends for ONE (1) YEAR from the date of purchase if we repair or replace a Materially Defective Product under the terms of this limited warranty. This limited warranty also applies to repaired or replacement Products for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover

- Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
- Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
- Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- Product to the extent that the problem is caused by use with non-VTech electrical accessories; or

Warranty

5. Product whose warranty/quality stickers, Product serial numbers plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without valid proof of purchase (see 2 below); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

How do you get warranty service?

- To obtain warranty service in the United States of America, call 1-800-595-9511 for instructions regarding where to return the Product. Before calling for service, please check the user's manual. A check of the Product controls and features may save you a service call.
- Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of Product (s) to the service location. VTech will return repaired or replaced product under this limited warranty to you, transportation, delivery or handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit.
- If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty;
2. Include "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other Limitations

- This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this product. The warranty exclusively describes all of VTech's responsibilities regarding the product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use) are limited to one year from date of purchase. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

- In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bath tub, kitchen sink or swimming pool).
5. Do not place this product on an unstable surface, such as a table, shelf or stand. The product may fall, causing serious damage.
6. Slots and openings in the back or bottom of the base unit and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the

Important safety instructions

product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.

7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may have anyone walking on it.
9. Never push objects of any kind into this product through slots in the base or handset as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled onto the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, as improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - E. If the product has been dropped and the base and/or handset has been damaged.
 - F. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset of your telephone next to your ear when it is in normal talk.

SAVE THESE INSTRUCTIONS

FCC, ACTA and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- * Reorient or relocate the receiving antenna.
- * Increase the separation between the equipment and receiver.
- * Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- * Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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FCC, ACTA and IC regulations

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The base unit shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied VTech belt clip.

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- * Remain on the line and briefly explain the reason for the call before hanging up.
- * Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

This equipment complies with regulations RSS210 and CS-03 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

The RBRC® seal



The RBRC® Seal on the nickel-metal-hydride battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used nickel-metal-hydride batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1-800-8-BATTERY™** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.

Technical specifications

Enhanced 5.8GHz technology—your phone operates on a dual band transmission that combines the best of 5.8GHz and 2.4GHz technologies, providing enhanced performance over standard cordless telephones.

Frequency control	Crystal controlled PLL synthesizer	
Transmit frequency	Handset: 2400-2483.5 MHz	
Receive frequency	Handset: 5725-5850 MHz	
Channels	95	
Nominal effective range	Maximum power allowed by the FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.	
Size	Handset: 141mm X 50mm X 35mm Charger: 89mm X 78mm X 53mm	
Weight	Handset: 141 grams	Charger: 76 grams
Power requirements	Handset: 600mAh Ni-MH Battery Charger: 9V DC @ 200mA	
Memory	Directory: 50 memory locations (in telephone base), up to 32 digits, 16 characters per location CID: 50 Memory locations	

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User's Manual

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Model: mi6803

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